

**Norfolk Education & Action for Development**

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**NEAD**

Norfolk Education & Action for Development



T: 01603 610993 E: info@nead.org.uk [www.nead.org.uk](http://www.nead.org.uk)

Registered Charity 1010853 Registered Company 2257424

Working locally for global justice and equality

# NEAD AIMS

**NEAD (Norfolk Education & Action for Development)** is a Development Education Centre run as a collective. Its aims are:

- ❑ To show the links – environmental, economic, cultural, historical etc. – that exist between people throughout the world
- ❑ To raise awareness about inequalities in our world and increase understanding of their causes
- ❑ To promote ways in which people can take action to create a more just and sustainable world

# INTRODUCTION

First of all, welcome to **NEAD** and thank you for deciding to volunteer. We are a small organisation and depend on volunteers in order to be able to deliver our work programmes.

**NEAD** currently benefits from the skills, experience, enthusiasm, expertise and commitment of a pool of approximately 20 volunteers.

The fact that such a broad range of people are attracted to working for global justice and equality is of crucial practical importance to us, we simply would not be able to deliver much of our work programme without them. It is also a testament to the sense of urgency and desire to act that many feel when they look around our world. And this community of volunteers, diverse in background and circumstances but united by a sense of purpose and the will to contribute to positive change, provides vital motivation, inspiration and sustenance to the whole organisation.



# VOLUNTEER INVOLVEMENT

## **Volunteers currently:**

- ❑ *Design and produce publications and publicity*
- ❑ *Provide administrative support to staff*
- ❑ *Contribute to newsletters*
- ❑ *Assist with book-keeping*
- ❑ *Form our management committee*
- ❑ *Design, develop and maintain our website*
- ❑ *Staff stalls and resources displays at events*
- ❑ *Facilitate or help with workshops in schools/community groups*
- ❑ *Assist with the running of the Library*
- ❑ *Develop resources for use in schools*

## **INDUCTION \* TRAINING \* SUPPORT**

We hope to give you a positive experience of volunteering – enabling you to participate in the areas of work you would like to and providing you with opportunities to develop new skills. When you begin volunteering, we will give you a brief tour of the building, information about the areas of work you could become involved with and details of forthcoming activities and events that require volunteer involvement.

Please check with a member of NEAD staff before undertaking a volunteer activity on behalf of NEAD. When you start to help with a particular project/task you will need to be allocated a member of staff to explain the task fully, provide you with advice and support and to give you any ‘on the job’ training you require.

We will be asking you to allow us to keep some written (and computerised) records. These will include your contact details, what you would like to do, any relevant skills and experience, your availability and how you feel about being a NEAD volunteer. We will need to update this information regularly – please let us know if any of your details change.

If you are under 16 we will need to obtain the consent of your parent/carer before you begin volunteering with us.

# GUIDELINES FOR VOLUNTEERING AT NEAD



## **REPRESENTING NEAD – a development education charity**

NEAD is an educational trust, a Company Limited by Guarantee and a Registered Charity. It is not a pressure group and as a charity must not take political action or a political standpoint. Its action and campaigns are educational programmes.

When representing the Centre, in the office or at outside events, do not let your views appear to side with a particular UK political party or religious creed. Do present a balanced picture that covers both sides of a particular debate. As educators, our role is to enable people to think things through for themselves and to give them the information they need to do this. The information you give should be accurate, unbiased and supported by evidence. Do not repeat hearsay as fact, NEAD could be sued for libel and the damages payable could close the Centre.

If in any doubt, it is best to refer to someone else for advice and if this is not possible say nothing at all or make it clear that what you have heard is unproven and/or your personal opinion.

## **EXPENSES**

We have a commitment to enabling you to participate in our activities without ending up out of pocket. If you are volunteering all day, we will either provide lunch or an allowance (you will need to provide receipts) for you to buy your own. Public transport expenses can be reimbursed (again you will need to keep receipts or tickets). If you need to use taxi services, check with us first. Mileage/petrol costs can be reimbursed at NEAD's standard mileage rates. You are advised to check with your motor insurance company first that they will cover you if you intend to use your car on NEAD business.

If you need to make telephone calls on NEAD's behalf, we would prefer it if you can come in to use the NEAD telephones. If this is impractical, try to keep a record of your telephone costs so we can re-imburse you. Let us know of any other reasonable expenses that you incur in the course of your volunteering.

## **EQUAL OPPORTUNITIES**

Please make sure you have read our equal opportunities policy. It is available from Lynne Janes, NEAD's Administration Coordinator. We are committed to promoting equality in all our work. We hope that this will be your experience of the organization. When representing NEAD, you should aim to include all people and not discriminate.

## **HEALTH & SAFETY**

A copy of the NEAD Health and Safety Guidelines should be given to you as part of your induction. Please make sure you have had a chance to read this document. As part of our health and safety policy we have asked you to provide details of a contact in case of emergencies and about any relevant medical conditions. There may be particular issues that apply to the work area in which you are volunteering (e.g. events or schools work), you will be briefed on these by the member of staff responsible.

## **CONFIDENTIALITY**

NEAD undertakes to keep your volunteer details confidential, and will not share these details with other people or organisations without your consent. Some volunteer roles involve you having access to confidential information. We expect you to treat this information in a respectful manner and not to share the information outside of NEAD.

## **WORKING WITH CHILDREN**

Some volunteer roles at NEAD involve taking part in events within schools or at family-orientated community events. In order to safeguard the interests of our staff and volunteers, as well as the children we work with, it is our policy that no member of staff or volunteer should be left alone with children.

Teachers, parents and carers at any event will have been made aware that they are expected to provide supervision for the children in their care at all times. If a teacher, parent or carer asks you to 'keep an eye' on their child, even briefly, it is best to politely refuse. At events which involve substantial numbers of children we suggest volunteers work in pairs on the same task or be located in the same area – this is to ensure not only the children's safety but your own too.

It is best to avoid physical contact with children UNLESS they, or someone else, is in imminent danger. If this occurs then restrain them as gently as possible. The teachers, parents or carers with the children are in charge of them they should be the 'responsible adult' not you. Not all volunteer roles at NEAD involve working with children and it is perfectly acceptable to choose not to work in this field.

## **LEVEL OF COMMITMENT**

NEAD does not ask for a specific commitment of time from you. It is up to you to decide how much time you are able to offer NEAD, and to choose volunteer tasks accordingly. We do ask that you do your best to complete an activity you have agreed to, within the agreed time, and that you let us know as soon as possible if you are unlikely to be able to achieve this.

You are, of course, free to stop volunteering with us whenever you like. If you do decide to stop volunteering please let us know- it is always useful to get feedback from volunteers on their volunteering experience with NEAD.

## **KEEPING A RECORD OF YOUR ACHIEVEMENTS**

NEAD does not routinely keep a record of all the volunteering tasks and activities you undertake. However, your volunteering achievements are something to be proud of, and you may decide you would like to keep your own record of the volunteering tasks you have completed, particularly if you are likely to be including your achievements in future CVs or application forms. If you would like help with this, please ask the Administrator. If you need us to verify the hours you offer us (for instance as part of the Millennium Volunteers Scheme) please let us know in advance.

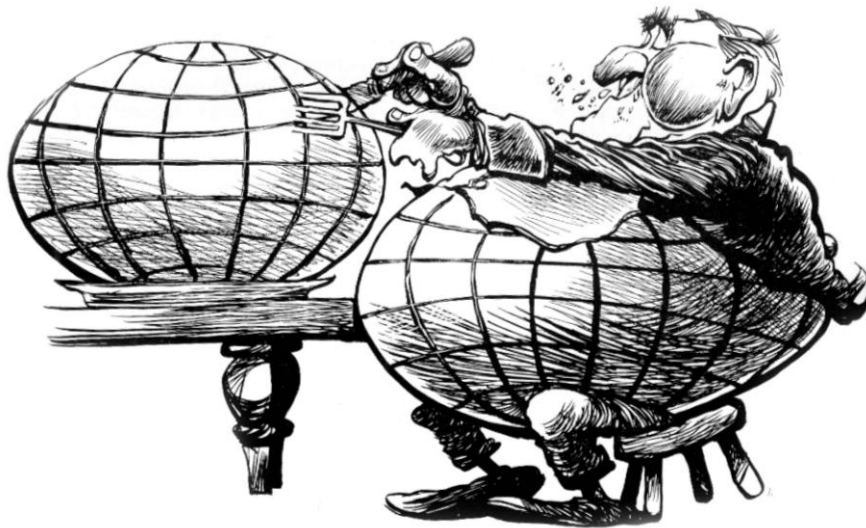
If you would like us to provide a reference for you, please speak to the Administrator.

# WHAT IS DEVELOPMENT EDUCATION?

“ If you have come to help me you can go home again. But if you see my struggle as part of your own survival then perhaps we can work together ”

Australian Aboriginal Woman at an international conference on environment and development in Manila

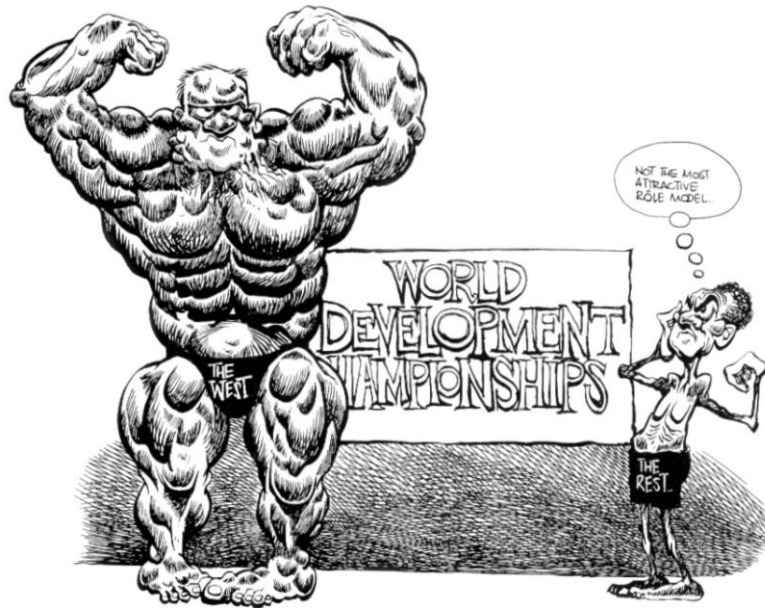
**Development Education** is concerned with examining the political, social and economic systems that govern our interdependent world. It draws attention to the realities of people's lives under these systems – looking at who benefits and who loses out.



It encourages people to consider the reasons why things are as they are and the ways that the injustices of our world can be challenged and transformed.

**Development Education** looks at global issues but also links these to what is happening locally, enabling people to understand how their lives are connected to the lives of people in all parts of the world.

**Development Education** is part of the debate about what development is about. Is it economic growth, freedom of speech, religion, culture, policies to protect the environment, the prosperity of the majority, equal opportunities, respect for diversity, meeting the basic needs of all citizens..? There are many differing viewpoints on what the priorities should be. Development Education aims to encourage people to take part in the debate, enable them to do this by presenting all the available alternatives and feel empowered to act by showing the ways in which their choices can help to create a more just and sustainable world.



**Development Education** is also concerned with the ways to engage people in all these issues and stresses the importance of participative, democratic education and lifelong learning. It aims to develop the skills, attitudes and values which enable people to work together to bring about change and take control of their own lives.

“ Development education’s concern is ultimately for the dignity and worth of every human being



The Challenge of the Global Society – A Strategy for Development Education into the Millennium (DEA’s three year plan 1999-2002, published 1999)

## NEAD’S MAIN WORK AREAS... & HOW VOLUNTEERS ARE INVOLVED

### Finance

*Work programme:* Managing finances and reporting to funders and regulating agencies. Processing payroll.

*Volunteer involvement:* Writing cheques; manual book-keeping, including petty cash book and banking analysis, filing; processing payroll.

*Funded from:* Core grants and contributions from all project funding.

Staff Contact: **Clive Sexton, Natasha Hall**

## **Administration**

*Work programme:* Building and Office management; NEAD newsletter; Membership; servicing of trustees meetings

*Volunteer involvement:* Producing weekly office diary; design and content of newsletter, assisting with maintenance and development of membership; minute taking at Trustees meetings

*Funded from:* Core grants and contributions from all projects

Staff contact: **Lynne Janes**

## **Schools' Work**

*Work programme:* Increasing understanding of and competence in both raising awareness of and taking action on development, local and global equality issues and cultural diversity among school students, teachers and trainee teachers.

*Volunteer involvement:* Running and observing workshops; assisting with the organisation and running of conferences; analysing conference evaluations.

*Funded from:* Department for international development, income from workshops and conferences and Core grants.

Staff contact: **Sandy Betlem**

## **Media and Resources**

*Work programme:* to provide I.T. support to all staff and work areas and ensure the smooth running of the organisation; to keep the website up to date; managing NEAD's information resources, managing corporate identity across all media, designing and publishing promotional materials.

*Funded from:* Core grants and contributions from all projects

Staff Contact: **Alaine Mukene**

## **We are Norfolk**

Projects running from our satellite bases in Kings Lynn and Great Yarmouth. For more information about these projects, contact the project workers **Inna Da Costa** or **Rosie Walker**.

## STAFF CONTACT DETAILS

*All on phone 01603 610993 or email:*

**Alaine Mukene**

Media Resources  
Coordinator

[alaine@nead.org.uk](mailto:alaine@nead.org.uk)

**Inna Melnyk**

We are Norfolk Project  
Coordinator: West Norfolk

[inna@nead.org.uk](mailto:inna@nead.org.uk) tel: 01553 772346 (based in our  
King's Lynn office)

**Rosie Walker**

We are Norfolk Project  
Co-ordinator: East Norfolk

[Rosie@nead.org.uk](mailto:Rosie@nead.org.uk) tel: 01493 857979 (based in our  
Great Yarmouth office)

**Sandy Betlem**

Schools Worker

[sandy@nead.org.uk](mailto:sandy@nead.org.uk)

**Clive Sexton**

Finance Team

[finance@nead.org.uk](mailto:finance@nead.org.uk)

**Natasha Hall**

Finance Team

**Lynne Janes**

Administrator

[lynne@nead.org.uk](mailto:lynne@nead.org.uk)

**Kaja Holloway**

Manager

[kaja@nead.org.uk](mailto:kaja@nead.org.uk)

## OUR COMMITMENT TO VOLUNTEERS

### We expect volunteers:

- to treat other volunteers, staff, and members of the public with politeness and respect
- to be reliable: complete the volunteer task or activity they have agreed to do or to let us know as soon as possible if they are unable to do so.
- to adhere to the NEAD's Health and Safety Guidelines and other NEAD policies, and to perform their volunteering tasks in a safe and responsible manner
- to respect confidentiality
- to ask for guidance or support if they are unsure about any aspect of the volunteer task

## Volunteers can expect from us:

- to be given a good understanding of NEAD, and to be kept informed and updated about NEAD's work programme and volunteer opportunities
- to be treated fairly and with respect
- to receive reasonable out-of-pocket expenses
- to have a clear sense of the purpose of their task/role and effective guidance, support and supervision to achieve their goal
- to know to whom they are answerable
- to receive regular and constructive feedback
- to have their contribution properly valued and their work be acknowledged whenever appropriate in reports, publicity etc.
- to feel part of the team
- to feel supported
- to have safe working conditions
- to be thanked
- to be allowed to say 'no'

**IF THERE IS A PROBLEM.....**

## Registering a complaint – Grievance Policy

1. If a volunteer feels unhappy about any aspect of his/her involvement, we would hope that, in the first instance they would be able to discuss this with the member of staff concerned. If this is not possible, then the volunteer should go to the Volunteer Coordinator. The matter will be discussed informally with that person within 7 working days. A written record will be kept. If the complaint is against the VC, the volunteer may apply to any other member of staff to operate this procedure.
2. If the grievance is not resolved and the volunteer feels that they have been unfairly treated, they may apply to the NEAD Trustee\* who has been allocated this responsibility within 7 working days. On receipt of notification from the volunteer, this person will arrange a meeting within 14 working days. A written record will be kept.
3. If the grievance is still not resolved, or the volunteer considers that they have not been fairly treated, they may appeal to the Chair of Trustees\* within 7 working days. On receipt of notification from the volunteer, this person will arrange a meeting within 14 working days. A written record will be kept and the volunteer will be notified of the decision within one month. This decision will be binding and forms the final stage of the process.

At all stages and in all discussions a Volunteer may be accompanied by a Volunteer colleague or advocate of their choice.

The names of the trustees responsible for dealing with Stage 2 Grievances and the Chair of Trustees can be obtained by telephoning the NEAD offices – (01603 610993)

## **Dealing with unsatisfactory performance or conduct – Disciplinary Procedure**

This procedure aims to provide a fair, open and straightforward way for action to be taken when Volunteers fail to meet the organisation's standards of performance, conduct and attendance.

1. In the first instance the VC will establish the facts and consider what line of action is to be taken
2. If VC considers that it is not necessary to resort to a formal warning procedure they will discuss the matter with the Volunteer suggesting areas for improvement. The discussion will be in private and the Volunteer will be informed that no formal disciplinary action is being taken.
3. If VC considers that it is necessary to invoke the formal warning procedure the Volunteer will be informed.

The following procedures will then apply, but depending upon the seriousness of the shortcomings may be invoked at any level.

1. Normally in the first instance, the Volunteer will be given a verbal warning. The nature of the shortcomings and the likely consequences of further shortcomings or a failure to improve will be explained to them. Where appropriate the improvement required and over what period will be specified. Training will be offered where appropriate.
2. In the case of more serious shortcomings or repetitions of earlier ones the Volunteer will be given a written warning, setting out the precise nature of the shortcomings and containing a statement that any recurrence will lead to the Volunteer being asked to leave.
3. In the case of gross misconduct or where no improvement is made after the other stages have been exhausted a Volunteer will be asked to leave the organisation.

At every stage the Volunteer will be given the opportunity to state their case and may be accompanied by a Volunteer colleague or advocate at each interview. A written statement signed by both parties will be kept after each interview. Volunteers have the right to appeal against a written warning and this should be done through the grievance procedure.

The following list gives examples of the situations that would normally lead to disciplinary action being taken:

*Poor performance, unpunctuality, persistent non-attendance, smoking in non-smoking areas, damage to property, injury to others, failure to comply with health and safety instructions, misuse of alcohol or drugs, violence, theft, dishonesty, failure to comply with the organisation's equal opportunities policies, behaviour which is detrimental to the work of the organisation.*